



County of San Bernardino

# INTEROFFICE MEMO

**DATE** August 3, 2005 *Mark H. Uffer* **PHONE** 387-5418

**FROM** MARK H. UFFER  
County Administrative Officer

**TO** MEMBERS  
Board of Supervisors

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**SUBJECT** CAO MONTHLY REPORT – AUGUST 2005

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**COUNTY ADMINISTRATIVE OFFICE**  
**Arrowhead Regional Medical Center (ARMC)**  
(contact: June Griffith-Collison, 580-6150)

- Arrowhead Regional Medical Center has been awarded a \$50,000 grant that will be used to improve the quality of service to outpatient care patients by giving them new and innovative methods of scheduling appointments and communicating with their health care provider.

A portion of the grant, awarded by the Safety Net Capacity-Building Partnership for California Association of Public Hospitals in conjunction with Kaiser Permanente, will be used to develop a web-based system allowing ARMC patients to schedule appointments and leave messages for providers online. The funds will also enable ARMC to install innovative scheduling kiosks in the lobbies of its three Family Health Centers, located in San Bernardino and Fontana. These kiosks will be linked to the new web-based appointment scheduling system.

Both alternatives will reduce the volume of telephone calls to the Medical Center's Call Center and its clinics. Because of the high volume of calls, patients sometimes abandon attempts via the telephone to make an appointment or leave a message for his or her provider.

- Arrowhead Regional Medical Center earned high marks recently during a survey by the American Osteopathic Association (AOA) Healthcare Facilities Accreditation Program (HFAP). The Medical Center expects to earn full accreditation after the HFAP completes its review of survey results in the coming months.

Accreditation demonstrates that a health care facility has met the standards set forth by HFAP to provide high quality care and compliance with governmental regulations. HFAP, recognized nationally by the federal government, state governments, insurance carriers and managed care organizations, has been accrediting health care facilities for more than 50 years.

Surveyors measured ARMC against a benchmark of hundreds of recognized standards relating to each area and function of the hospital.

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- Arrowhead Regional Medical Center's McKee Family Health Center and Women's Health Outpatient Care Clinic have joined a statewide public hospital collaborative aimed at reducing patient wait times and increasing staff productivity. The Patient Visit Redesign Collaborative was launched in March by the California Association of Public Hospitals Safety Net Institute in conjunction with Coleman Associates. Patient visit redesign is the process by which ambulatory clinics substantially reduce patient wait times, patient complaints and clinical errors while increasing productivity.

In test runs, McKee's redesign model has enabled patient visits to be reduced from an average of 86 minutes to an average of just 28. The reduction in wait time was accomplished in part by improving communication among clinic staff members through the use of "walkie-talkies" and portable computers.

McKee recently placed first in the Collaborative's Most Creative Storyboard competition. ARMC plans to implement patient visit redesign models at its three family health centers and in various specialty clinics at the Medical Center in the future.

### **Community Development and Housing (CDH) (contact: Tom Laurin, 388-0808)**

- On June CDH conducted four (4) Community Development Block Grant (CDBG) Subrecipient Workshops on writing and implementing 2005-06 CDBG funded contracts for public service programs to benefit low-and moderate – income persons, as follows:
  - Victorville: 10 CBO agencies attended; to benefit 3,280 clients
  - San Bernardino: 23 CBO agencies attended; to benefit 46,443 clients
  - Joshua Tree: 3 CBO agencies attended; to benefit 1,633 clients
  - Montclair: 7 agencies attended; to benefit 3,706 clients
- During the month of August, CDH will negotiate 33 CDBG contracts
- County's Annual Performance Report (APR) on HUD grants
- Substantial Amendments to the County's 2005-06 Community Development Block Grant (CDBG) Action Plan

### **Information Services (ISD) (contact: Leyden Hahn, 388-5501)**

#### **All Departments**

- GIS Parcel Basemap Completion

#### **ARMC (Arrowhead Regional Medical Center)**

- ARMC PACS (Radiology System)
- HR System Replacement

#### **Assessor**

- 2005 Annual Roll Process
- Assessor/Recorder Workflow
- Completed the PIMS Release Feb-Jun 2005
- GIS Migration of Assessor Map Production

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### **Auditor/Controller-Recorder**

- Call Pilot and Symposium Express Call Center
- Financial Accounting System (FAS) Upgrade
- Watermark application that reflects that it is not an Official Copy for ACR dual-committed images

### **Behavioral Health**

- Paperless Automated Workflow System (PAWS)

### **Board of Supervisors**

- Completed Email Marketing Service Evaluation

### **CAO**

- CAFM Project
- CAFM Software Update

### **Clerk of the Board**

- COB System Requirements Documentation
- Complete the Agenda System and Website

### **Child Support Services (DCSS)**

- Call Pilot and Symposium Express Call Center
- Develop DCSS Call Center
- JESD Case Management System

### **Enterprise**

- Digital Signatures
- GIS Migration to Relational Database

### **Human Services Group**

- Blank Stock Warrants
- Convert DB2 Welfare GAIN (Greater Avenues for Independence) Database to SQL Server
- Convert the DB2 Welfare Tracking Recipients across California Database to SQL Serve
- DBH Management Reports
- Completed modifying No Initial Face-to-Face Investigation Share of Costs
- Warrant Process Enhancement

### **Health Technology Oversight Committee (HTOC)**

- ARMC Wireless Initiative

### **Human Resources**

- Western Region Item Bank (WRIB) Requests

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### **Inland Valley Development Agency (IVDA)**

- New Website for IVDA

### **Land Use Services**

- Permits Plus Upgrades

### **Mojave AQMD (Air Quality Water District)**

- Convert PTBS (Permit Tracking & Billing) System to SQL Database

### **Probation**

- Case Management System Implementation
- JNET/Automon Interface

### **Probation, Courts, District Attorney, Public Defender**

- JNET Release 2005.2

### **Public Health**

- Completed implementing ARIES (AIDS Regional Information and Evaluation System) application

### **Public Works**

- Imaging for Public Works
- Map Room Imaging

### **Regional Parks**

- Requirements for Regional Parks' Web-based Reservation System

### **Sheriff**

- Build Sheriff Medical Court Imaging Environment
- JIMS Web-based Front-end
- Sheriff Court Services Bureau

### **Transitional Assistance**

- New Switch at Carousel Mall

### **Public Health**

- Restaurant Inspections/Grading System – Contact: Jim Felten, 387-9146
- West Nile Virus – Contact: Jim Felten, 387-9146
- Bioterrorism Preparedness – Contact: Jim Felten, 387-9146
- Mexican candy with high lead levels – Jim Felten, 387-9146
- Illegal Street Vendors – Contact: Jim Felten, 387-9146
- Animal Control Complaints – Contact: Jim Felten, 387-9146
- Latino Health Initiative – Contact: Jim Felten, 387-9146
- Medical Marijuana – Contact: Jim Felten, 387-9146
- Motel Health Inspections – Contact: Jim Felten, 387-9146

- Performance-based Ambulance Contracts – Contact: Virginia Hastings, ICEMA, 388-5811

### **Purchasing**

- Contracts Unit – Uniform Rental and Laundry Services – assist departments in transition to Aramark Uniform Services – Board-approved contract effective July 1, 2005. Contact: Aurelio W. De La Torre, 387-2074
- Printing Services – moving into space previously occupied by Information Services LAN – conversion of data printing from Information Services to Printing Services for reduced printing costs is completed. Contact: Aurelio W. De La Torre, 387-2074
- Printing Services - successful completion of ballots with new variable data printing for two Registrar of Voters elections. Contact: Aurelio W. De La Torre, 387-2074

### **Redevelopment**

- San Sevaire Project Area Economic Plan – Contact: John E. Nowak, 381-7983
- Cedar Glen Disaster Recovery Redevelopment Project Area – Contact: John E. Nowak, 381-7983
- Mission Boulevard Joint Redevelopment Project Area - Contact: John E. Nowak, 381-7983
- VVEDA Redevelopment Project Area – Contact: John E. Nowak, 381-7983
- Cedar Glen Project Area EIR preparation – Contact: Jordan Price, 381-7926
- Proposed Bloomington Redevelopment Project Area - Contact: Jordan Price, 381-7926
- Proposed Cajon Redevelopment Project Area - Contact: Gary Hallen, 381-7985
- Redevelopment Agency website - Contact: Gary Hallen, 381-7985
- Cedar Glen Economic Plan Preparation – Contact: Jordan Price, 381-7926
- VVEDA Economic Plan Preparation – Contact: Jordan Price, 381-7926
- Pass Through Agreements Audit RFP – Contact: Gary Hallen, 381-7985
- Devore Initial Feasibility Study – Contact: Jaime Fiallos, 381-7947
- San Sevaire Project Area Amendment #2 – Contact: John E. Nowak, 381-7983
- Cedar Glen Housing Implementation Plan – Contact: Gary Hallen, 381-7985
- Mission Boulevard Joint Project Area Business Study - Contact: Jaime Fiallos, 381-7947

### **Workforce Development (contact: Barbara Halsey, 383-4389)**

- 6,673 job seekers were served by the Employment Resource Centers (ERC) in June; 855 customers participated in various workshops.
- 61 employers participated in a Job Fair held in Ontario; over 700 job seekers attended.
- 69 employers participated in a Job Fair held at Carousel Mall in San Bernardino; over 800 job seekers attended. 200+ interviews scheduled on site.
- 39 individuals and 12 business customers were assisted at the West End Business Resource Center (BRC).
- High Desert Business Resource Center hosted events attended by 107 people representing 35 businesses and 16 school or government entities.

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- Staff facilitated parolee orientations at the local jails.
- \$844,707 grant application submitted to Department of Labor for reintegration of youthful offenders.
- Disability Program Navigator funding received for 2005-06 in the amount of \$201,240. Funding will allow department to continue the improvement of services to disabled customers.

### **HUMAN SERVICES GROUP**

#### **Aging and Adult Services**

The 3<sup>rd</sup> Annual Celebrating Seniors event, featuring free health screenings and more than 100 vendors, will be held at the Orange Show on September 8, 2005 – Contact: G.G. Crawley 891-3918

#### **Children's Network**

**(contact: Kent Paxton, 387-8966)**

- More than 400,000 SAFE SUMMER materials will be distributed through August as part of the Safe Summer for Kids Campaign.
- The Network is working with the Desert/Mountain Special Education Local Planning Area, Children's Services, Behavioral Health, Public Health, and First 5, to start the High Desert Assessment Center for young children who have mental health needs
- The Network is working with the Juvenile Court and a number of agencies to develop a Substance Abuse Strategic Plan for Children, Youth, and Families

#### **Child Support Services**

August is Child Support Awareness Month. Public awareness of the importance of this issue will reinforce the need for all parents to take responsibility for the financial, emotional, and physical support of their children – Contact: Connie Brunn, 478-7474.

#### **Children's Services**

DCS will sponsor and send 992 children to camp this summer, an experience that provides both an educational and fun activity for children who attend and a respite opportunity for their caregiver – Contact: Cathy Cimbalo, 388-0242.

#### **Transitional Assistance**

- During 2004-05, TAD Employment Services Staff assisted Welfare to Work participants in obtaining 14,274 job placements throughout San Bernardino County – Contact: Jane Adams, 388-0236.
- In the last six months the Employment Services Staff assisted 584 Welfare to Work participants to complete Vocational Training, 22 to complete their GED and 10 to complete High School – Contact: Jane Adams, 388-0236.

**PUBLIC AND SUPPORT SERVICES GROUP**  
**Airports**  
(contact: Bill Ingraham, 387-7806)

- Apple Valley Airport, Law Enforcement Center
- Apple Valley Airport, T-Hangar Construction
- Chino Airport, Master Plan and Environmental Review
- Chino Airport, Hangar Development Projects
- Chino Airport, Radium Contamination Cleanup
- Chino Airport, Manager Recruitment
- Chino Airport, Disputed Devries Dairy Relocation Costs
- Chino Airport Commercial Hangars, Executive Aviation Logistics, Inc. fraudulent rent payments
- Chino Airport Commercial Hangars, Tenant Recruitment
- Needles Airport, Automated Fueling System
- Twentynine Palms Airport Automated Weather Advisory System

**Architecture and Engineering**

- **Construction completed:**
  - Chino Airport Cal Aero & Stearman Dr. street improvements – Contact: Bob Marlin, 387-5383
  - Havasu Lake Senior Center Parking Lot Rehabilitation – Contact: Ralph Hosni, 387-5270
  - Information Services Rehabilitate North Parking Lot – Contact: Levi Oveson, 387-5149
  - Juvenile Dependency Court Storm Water Treatment Device – Contact Ralph Hosni, 387-5270
  - Repair flood damage at Lake Gregory Senior Center – Contact: Arcie Cummings, 387-5227
  - Valley Parking Lot Pavement Maintenance Project – Contact: Levi Oveson, 387-5149
- **Construction started:**
  - Adelanto Jail Facility – Contact: Bill Ford, 387-5025
  - Calico Ghost Town Upper Restroom Remodel – Contact: Arcie Cummings, 387-5227
  - CAO Fifth Floor Remodel – Contact: Dan Hartzell, 387-5303
  - Fire Hazard Abatement Modular Offices – Contact: Dan Hartzell, 387-5303
  - Fleet Management Bldgs. 1&6 and HVAC Upgrade – Contact: Paul Garcia, 387-3096
  - Redlands Office Bldg. Remodel for the Public Guardian – Contact: Terri Tharp, 387-5054
- **Design completed:**
  - Chino Airport Runway Safety Area Improvements – Contact: Bob Marlin, 387-5383
- **Design started:**
  - Lake Gregory Regional Park Skate Board Park – Contact: Arcie Cummings, 387-5227

**Facilities Management**  
(contact: Dave Gibson, 387-2230)

- Utilization of “Free” Labor

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- Glen Helen Water System
- Computer Aided Facilities Management (CAFM)
- Minor Remodel/HVAC for the Register of Voters Expansion

### Land Use Services Department

- Doughnut Hole Projects - Contact: Michael Hays 387-4141/Julie Rynerson 387-4146  
Citrus Plaza Regional Mall  
Redlands Town Center (Proposed JC Penny and other Commercial Development)  
Trammell Crow Co. (California Palms West) Planned Development for four (4) Industrial Buildings  
Trammell Crow Co. (California Palms East) Planned Development for two (2) Industrial Buildings  
Borstein Enterprises - Planned Development for three (3) Industrial Buildings  
Redlands Logistics Center (Oakmont Industrial Group) Conditional Use Permit for an Industrial Building  
Davis Partners - Planned Development for an Industrial Building  
ABT Haskell - Conditional Use Permit for an enclosed biosolid composting facility
- The Kaiser Commerce Center - Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- Young Homes/Sommerville-Conzelman - Planned Development for two tracts with 131 homes and 110 apartments. Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- Proficiency Agua Mansa LLC - Conditional Use Permit for a 1.2 million square foot industrial building. Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- Lewis Homes - General Plan Amendment from AG-SCp to RS-32M and Tentative Tract 16569 to create 202 residential lots and 6 lettered lots in 4 phases - Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- Tatum-Hart - General Plan Amendment from RL to RS-20m and Tentative Tract 17252 to create 134 residential lots on 80 acres. Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- Lytle Creek North Revised Master Tentative Tract & Final Development Plan - Contact: Michael Hays 387-4141, Julie Rynerson 387-4146.
- Hawarden Development - Tentative Tract for 58 residential homes on 39.8 acres in Lake Arrowhead. Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- Royal Rangers - Conditional Use Permit for an organized camp in Twin Peaks. Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- Nursery Products Conditional Use Permit to establish a site for co-composting of biosolids and greenwaste in Newberry Springs. Contact: Michael Hays 387-4141; Julie Rynerson 387-4146.
- General Outdoor Advertising - Seven (7) General Plan Amendment applications for General Commercial (CG) Land Use Districts and seven (7) Conditional Use Permit applications for the construction of 6 billboards along Interstate 15 in Yermo, and 6 billboards along Interstate 40 in Daggett/Newberry Springs - Contact: Michael Hays 387-4141, Julie Rynerson 387-4146.
- General Plan Update - Contact: Michael Hays 387-4141; Randy Scott 387-0236.
- Glen Helen Specific Plan - Contact: Michael Hays 387-4141; Randy Scott 387-0236.

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- Revision to Wind Energy Systems Ordinance - Contact: Michael Hays 387-4141; Randy Scott 387-0236.

### **Library**

**(contact: Ed Kieczkowski, 387-5721)**

- Carter High School (Rialto) Library joint usage project
- Summit High School (Fontana) Library joint usage project
- Chino Preserve K-8; Library joint usage project
- Fontana Library and Resource Technology Center
- Highland Library and Environmental Learning Center
- Mentone Senior Center and Library
- New Hesperia Branch Library
- Loma Linda Branch Library Expansion

### **Museum**

**(contact: Robert L. McKernan, 798-5719)**

- Proposed Hall of Paleontology
- County History Book
- Current Museum Exhibits – Native American Traditions First Weapons (The Art of Hunting Game); Seldom Seen (Curators' choice from the Museum collections); and Hatching of Oology
- Free Days

### **Public Works**

- Osbun Road and 19th Street Rehabilitation, Del Rosa - Contact: Jerry Ivy, 387-7920
- Phelan Road/Sheep Creek Wash Bridge Replacement, Phelan - Contact: Jerry Ivy, 387-7920
- Lake Drive Walkway II, Crestline - Contact: Jerry Ivy, 387-7920
- WinCams Cost Accounting System – Contact: Timothy Meyer, 387-8094
- Departmentwide Imaging System - Contact: Timothy Meyer, 387-8094
- E-Permits Internet Permitting - Contact: Timothy Meyer, 387-8094
- Road Map Book GIS Conversion - Contact: Timothy Meyer, 387-8094
- Flood Control System Index GIS Project - Contact: Timothy Meyer, 387-8094
- Etiwanda Debris Basin & Channel, Construction Started July 5, 2005 - Contact: William Collins, 387-7983
- San Sevaine Basin 5 Maintenance & Storm Damage Repair, Design Complete - Contact: William Collins, 387-7983
- San Sevaine Channel; Slover Avenue to Jurupa Basin, Jurupa Avenue to Philadelphia Avenue, and Valley Boulevard to Slover Avenue, Design Almost Complete - Contact: William Collins, 387-7983
- Etiwanda Channel RCB at Foothill, Design Almost Complete - Contact: William Collins, 387-7983

**Regional Parks**

**(contact: Thomas Potter, 387-2340)**

- Catfish Season
- Swim Season
- Proposed regional park – Colton
- Expansion of Yucaipa Regional Park campground
- Master plans for the following regional parks: Glen Helen; Mojave River Forks, Park Moabi
- Design process for skateboard park, picnic, and playground areas for Lake Gregory

**Special Districts**

**(contact: Tom Sutton, 387-9625)**

- County Service Area 70, Improvement Zone CG (Cedar Glen) formed by Board. Letter of Intent sent to receiver for review.
- CSA 20 skate park and water park – to the Board on July 26 to authorize advertisement for bid.
- Big Bear Senior Center parking lot complete.
- CSA 42 (Windy Pass) Paving of roads complete.
- CSA 56 (Wrightwood) community park completed in time for community July 4 celebration.
- Forming a Permanent Road Division over existing CSA 70, G as an entity that has the ability to secure loans from commercial institutions. This will be the first PRD formed in San Bernardino County.
- Winter storm repairs continuing. Working with FEMA on federal and state reimbursements.
- Fire Station 80 (Fontana) Project in concept design.
- Muscoy Fire Station under construction; 90% complete.
- Baker Fire station in final plan check.
- County Service Area 70, OS-1 & OS-2 (open space) reorganization into CSA 120. Application submitted to LAFCO. Hearing on hold. Working with Public Works on property to add into CSA 120.
- Big Bear Valley Recreation & Park District (Moonridge Zoo) plans to move the zoo continue. Collection agreement with Forest Service approved. Forest Service received funds from district for environmental review. Selecting a consultant for the design of new facility.
- Pool committee under the Big Bear Valley Recreation and Park District continues to meet with other agencies and communities to determine if an indoor pool is desired and if community will support the funding of it. Committee selected Meadow Park as #1 location for pool facility.
- Lenwood Sewer Project Complete. Finishing punch list items with contractor.
- County Service Area 70, Improvement Zone L (Pinon Hills/Phelan) Well 14, is being equipped with a submersible pump. The well is expected to be in service by mid-August.
- County Service Area 70, Improvement Zone L (Pinon Hills/Phelan) Transmission Mains Phase I, a preconstruction meeting was held Thursday, July 28, 2005. Construction will begin August 20, 2005.
- County Service Area 70, Improvement Zone J (Oak Hills) Well 5, site work is complete except for fencing and drainage swales. Drilling of the Well No. 5 is complete.

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- County Service Area 70, Improvement Zone J (Oak Hills) Reservoir 2A-C, construction will begin August 3, 2005, projected completion in six-months.
- County Service Area 70, Improvement Zone J (Oak Hills) Transmission Mains Phase I, construction began July 26, 2005 and should be completed October 2005.
- County Service Area 70, Improvement Zone B (Helendale/Silver Lakes) 2.5 MG Percolation Pond No. 2 complete and in service.
- County Service Area 64 (Spring Valley Lake) Reservoirs, Well No. 7, and 16-inch diameter pipeline, project on hold pending funding.
- County Service Area 70, Improvement Zone W-3 (Hacienda) Replacement Reservoir under construction.
- Lytle Creek North Development Project (Glen Helen) Wastewater Treatment Plant under construction.
- County Service Area 70, Improvement Zone B (Helendale/Silver Lakes) Tertiary Upgrade to WWTP. Plans and specifications are being prepared.
- Crestline Sanitation District Maintenance Building Expansion. Preparing plans and specifications to begin construction in August 2005.
- A tentative agreement has been reached with the San Bernardino Public Employees Association for a successor Memorandum of Understanding for the employees in the Water and Sanitation Unit. It is anticipated that contract will go to the Board for ratification in early August 2005.

MHU:va

cc: Management Forum  
Public Information Officers  
Executive Secretaries